GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:5064
ANSWERED ON:20.12.2002
SURVEY REPORT ON NCCF
SHEESH RAM SINGH RAVI

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

to the reply given to USQ No. 2502 and 2427 on December 5, 2001 regarding supply of stationery and state:

(a) the details of the outcome of the survey report;

(b) the number of complaints received so far in NCCF and how many of those complaints were investigated; and

(c) the action taken by the Government against guilty persons?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) : The Department of Personnel & Training has clarified thatthe two Unstarred Questions No.2502 and 2427 repliedon 5.12.2001 related to Kendriya Bhandar. The NCCF isa Multi- State Cooperative Society, which has its own Board of Directors todecide about its business and other administrative matters. The NCCF has constituted Monitoring Committees at branch level toundertake periodical survey for ascertaining the level of satisfaction from its customers. The Branch Managers take corrective remedial measures, if found necessary, on the basis of these reports.

(b) : The numbers of complaints thus received are being looked into by the NCCF. The status of these complaints are as under:-

Vigilance nature: Nine complaints received during 2002-03 (up to December 2002). This includes four pending complaints for the year 2001-02. Investigation in four complaints was completed.

Administrative nature : NCCF received four casesthrough the Department of Consumer Affairs. No action was required in one case, which has been filed with the approval of the Board of Directors. Disciplinary proceedings were initiated against the officials in other three cases, of which disciplinary proceedings in one case has since been completed and in the remaining two cases, these are in progress.

(c) : In view of the above, does not arise.